



# *Provincial Job Description*

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***TITLE:***  
**(431) Program Access Coordinator**

***PAY BAND:***  
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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

**Coordination of client access to multi-disciplinary care, services and special programs.**

***QUALIFICATIONS:***

- ◆ **Medical Administrative Assistant diploma**

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ **Intermediate computer skills**
- ◆ **Intermediate keyboarding skills**
- ◆ **Communication skills**
- ◆ **Organizational skills**
- ◆ **Interpersonal skills**
- ◆ **Ability to work independently**

***EXPERIENCE:***

- ◆ **Previous: Twelve (12) months previous experience working in an office environment.**

## ***KEY ACTIVITIES:***

### **A. Coordination of Assessment and Treatment**

- ◆ Coordinates information of the needs of clients and documents the same for the program staff and client's health record.
- ◆ Pre-registers and obtains detailed personal and medical history for clients from a variety of sources (e.g., physicians, therapists, schools).
- ◆ Develops agendas, records and distributes minutes and completes follow up of meeting actions.
- ◆ Enters, creates and maintains schedules.
- ◆ Maintains and updates client charts.
- ◆ Schedules and coordinates client appointments (e.g., X-rays/ultrasounds, clinics, therapy appointments, education classes).
- ◆ Books rooms.
- ◆ Books, cancels, reschedules and makes adjustments to previously scheduled appointments, meetings and education classes.
- ◆ Processes referral requests.
- ◆ Creates and maintains waiting lists.

### **B. Communication**

- ◆ Communicates with clients, families, physicians, outside agencies and the care team to ensure the care needs of the client are met.
- ◆ Responds to inquiries on programs, wait lists and factors that impact wait times.
- ◆ Provides information on services within the program, local services and outside agencies.
- ◆ Facilitates coordination of travel with the appropriate services (e.g., Travel Coordinator, Social Services, local transportation).
- ◆ Communicates directly with a variety of support agencies.

### **C. Clerical**

- ◆ Compiles statistical reports.
- ◆ Performs word processing duties (e.g., letters, prepares reports).
- ◆ Orders supplies.
- ◆ Photocopies, files, processes mail and shreds documents.
- ◆ Provides reception/telephone services.
- ◆ Performs data entry and maintains database.
- ◆ Retrieves and files client records.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

**Validating Signatures:**

**CUPE:**

**SEIU:**

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**SGEU:**

**SAHO:**

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**Date: May 16, 2024**